# Using your Sky box

# Your Sky remote control

**Sky** sets your remote control to operate your Sky box

**tv**
sets your Sky remote control to operate your TV

**box office**
shows the Box Office screen

**tv guide**
shows the TV Guide screen

**mute**
turns your TV's sound on and off

**vol + and -**
change your TV's volume

**arrows**
move the highlight around the screen to select the option you want

**text**
switches to text mode

**colours**
select the corresponding colour option shown onscreen

**standby**
turns your Sky box (or TV) on and off

**services**
shows the Services screen

**interactive**
shows the Interactive screen

***i***
shows information about the programme you have highlighted

**ch + and -**
change the channel

**select**
selects the option you have highlighted and confirms your choice

**back up**
shows the previous screen

**help**
shows help on using Sky Guide

**numbers**
select channel numbers or menu options

# Your Sky box*

**standby**
turns your Sky box on and off

**arrows**
move the highlight around the screen to select the option you want

**select**
selects the option you have highlighted or confirms your choice

**tv guide**
shows the TV Guide screen

***i***
shows information about the programme you have highlighted

**back up**
shows the previous screen

**remote command light**
red when receiving a command from the Sky remote control

**online light**
green when online (using the telephone line)

**message light**
yellow when message waiting

**interactive card slot**
insert your interactive card here when using interactive services and only when an instruction to do so appears on the screen

**Sky viewing card slot**
insert your viewing card here

*** Your model's configuration may vary from the illustration shown. Sky is not responsible for the manufacture of your Sky box. For your manufacturer's details, see the back cover of this guide.**

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You are not authorised to use your Sky box in a way which infringes the intellectual property rights of third parties. Copying programmes is unlawful under the Copyright, Designs and Patents Act 1988, except in a limited number of circumstances such as for the purpose of showing in schools (section 35) and timeshifting for private and domestic use (section 70).

The details in this guide are correct at the time of going to print. The specification and features of Sky are subject to change at any time without notice.

No responsibility can be accepted for any failure of your Sky box to receive, process or act on information transmitted to it, or any change in the performance of your Sky box as a result of the transmission of this information.

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# For your safety

## Using equipment safely

Your Sky box has been manufactured to meet international safety standards, but you must take care if you want to obtain the best results and operate it safely. You must have your Sky digital satellite system installed by a qualified satellite-TV installer.
It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your Sky box, please consult your dealer.

**WARNING!**
Remember that contact with 230 V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:
! Never remove the top cover from your Sky box. There are no user-serviceable parts inside it, but there are some high-voltage live parts. Do not attempt to repair your Sky box. For repairs, please contact Sky Customer Service (press services, select *Telephone numbers* and look under **Sky**).
! Never attempt to move or repair your satellite dish or low noise block.
! Make sure that all electrical connections are properly made.
! Do not connect any of your equipment (Sky box, TV, video recorder etc.) to the mains supply until you have properly connected all the other leads.
! Disconnect your Sky box from the mains supply before you disconnect any other equipment from its rear panel.
! Never push anything into holes, slots or other openings in the casing of your Sky box (except your viewing card and interactive card into their respective slots).

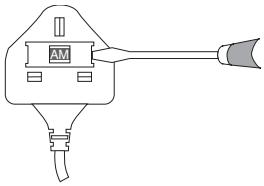
**CAUTION!**
- Your Sky box is intended for use in moderate climates. Do not use or store your Sky box in hot, cold, damp or dusty places.
- In order to ensure a free flow of air around your Sky box, allow at least 10 cm of space above and on all sides (especially between your Sky box and your TV). Do not cover any ventilation slots.
- Ensure the ventilation slots do not become impeded with items such as newspapers, tablecloths and curtains or similar items.
- Do not place the Sky box close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 40°C.
- Do not place your Sky box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD.
- Do not put anything on your Sky box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top of your Sky box.
- Never place naked flame sources, such as lighted candles, on top of your Sky box.
- Do not pick up or otherwise move your Sky box while it is connected to the mains supply. If you want to move your Sky box, first disconnect it, then wait at least 30 seconds before continuing.

# Electrical information

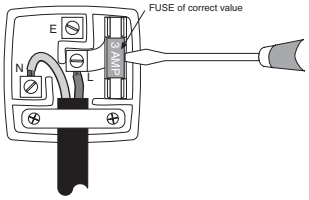
## Mains plug and its fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3 A fuse. If you need to replace the fuse, use an ASTA- or BSI-approved BS 1362 fuse, rated at 3 A and marked with either of these symbols:

or




The non-rewireable plug has its fuse beneath a fuse cover on its face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing.




The fuse is inside the rewireable plug. Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.

**If the supplied mains plug is not suitable for your mains socket-outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5A.**

## Connecting to the mains supply

Your Sky box operates with 230 Volts AC, 50 Hz mains supplies. Do not connect it to a DC power supply.

On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky box before you insert the plug into the mains supply.

The only way to disconnect your Sky box from the mains is to remove the mains lead. Your Sky box must therefore be installed near to the mains socket-outlet, which should be easily accessible.

**If you are in any doubt about anything relating to the mains supply, consult a competent electrician.**

# Welcome to Sky

## About this guide

This guide contains all you need to know about how to watch digital satellite TV using your Sky box. It also provides important safety information. To find what you need, use the **Contents** or **Index** to find the relevant chapter of this guide.

For more information, go to the customer support pages of www.sky.com.

To arrange a Sky subscription or to request a copy of the Sky Terms and Conditions, call Sky Customer Service. You can find telephone numbers by pressing **services** on your Sky remote control.

## Welcome to digital TV

Digital TV gives you not only stunningly clear pictures and digital-quality stereo sound, but also the opportunity to receive many more channels and services. Sky provides a digital satellite system that allows you to receive Sky digital programming.

## Your Sky box

Your Sky box receives digital information via satellite, decodes it and sends it through to your TV. You control your viewing preferences through the onscreen Sky Guide.

Your Sky box comes with the Sky remote control. In most cases, this can control both your TV and your Sky box. For more information, see the **Getting Started** pages of this guide.

## What is Sky Guide?

Sky Guide is a helpful and easy-to-use onscreen guide to your digital satellite services. It is designed to help you get the most out of watching television.

All Sky Guide features appear on your TV screen and are controlled using your Sky remote control.

Sky Guide allows you to:

- see onscreen TV programme listings for up to seven days;
- set reminders for future programmes;
- see TV listings while you are watching a programme;
- set up and see your favourite channels;
- order Box Office movies, sports and events;
- use a range of interactive services;
- set parental-control viewing restrictions and a spending limit for programme purchases;
- modify your Sky box settings.

Each of these features is described in detail in this guide.

## Sky keeps you up-to-date

As digital television develops and as more features become available, SSSL (Sky Subscribers Services Limited) may occasionally update the Sky Guide software by loading it into your Sky box directly from the satellite. We will give you information on these additions and new features as they are added.

For more information, go to the customer support pages of www.sky.com.

# Getting started

This chapter gives you the basic information you need to start using your Sky box.
For more detailed information, use the **Contents** or **Index** to find the relevant chapter of this guide.

## Inserting your viewing card

Before starting, make sure you insert your viewing card the right way up in the slot marked *Sky viewing card* located on the front panel of your Sky box.

**To insert the card, complete the following steps:**

1 Hold your viewing card with the Sky digital logo facing upwards, and the arrow pointing towards the slot.

2 Insert your viewing card into the slot, as far as you can without forcing it.

**! If you do not have a viewing card, call Sky Customer Service. For a full list of useful telephone numbers, press services on your Sky remote control and select** *Telephone Numbers*.

**! So that you can watch all the channels and services you are entitled to, you must leave your viewing card in your Sky box at all times.**

### Looking after your viewing card

• Do not remove and re-insert your viewing card unnecessarily. There is no need to remove your viewing card unless it is faulty or has expired.

• Do not bend your viewing card.

• Keep your viewing card away from heat and sunlight.

• Keep your viewing card dry. Never clean it with fluids – use a soft, dry tissue.

• Keep your viewing card away from small children and pets.

## Your Sky remote control

Your Sky remote control can operate your TV as well as your Sky box.

To use your Sky remote control with your Sky box, press **Sky**.

To use your Sky remote control with your TV, press **tv**.

For details of the functions of your Sky remote control keys, refer to the front of this guide.

Your Sky remote control is compatible with all makes of Sky box. If your Sky remote control does not also operate your TV, see the **Extra Information** chapter of this guide.

## Turning your Sky box on and off

To turn your Sky box on, press **Sky** on your Sky remote control.

Make sure the standby light on the front of your Sky box is green – this shows your Sky box is on.

To turn your Sky box off, press **Sky** on your Sky remote control, then press the **standby** key.

The standby light is red when your Sky box is off, but still plugged into the mains. It is not necessary to unplug your Sky box when it is not in use.

## Changing channel

### Using the ch key

Press **ch +** or **–** on your Sky remote control to change channel up or down, one at a time.

### Using the channel number

If you know the channel number, you can use the number keys to choose the channel you want to watch.
Each time you change channel, the Search & Scan banner appears.
The banner disappears automatically after a few seconds, alternatively, press **back up**.

## Changing the volume

Press **vol +** or **–** on your Sky remote control to increase or decrease the volume of your TV.

Press **mute** to turn the TV sound off.
To turn the TV sound back on, press **mute** again.

## Using the Search & Scan banner

When you are watching a satellite channel and want to find out what else is on, either now or later, without interrupting the programme you are watching, press **select** to display the Search & Scan banner.

Use the up and down arrows to see what's on other channels.

Use the left and right arrows to see what programmes are on at different times on the channel displayed in the banner.

When you see a programme you want to watch press **select**.
If it's on now, Sky Guide tunes your Sky box to the channel showing the programme.
If it's on later, Sky Guide sets a reminder.

If the channel shown in the Search & Scan banner is set as one of your Favourite Channels, this is indicated by a tick (✓).

## Using digital text

If you are watching a channel with a digital text service, press **text** to use it. If digital text is not available, you see a banner informing you how to use teletext instead.

Press **Sky** at any time to return to TV viewing.

## Using teletext

If your television has teletext features, press **tv** and then **text** on your Sky remote control to use them.

Use the number keys to choose the page you require. The table below shows the Sky remote control keys to use for teletext functions.

| Key | Function |
|---|---|
| **text** | Enters text mode<br>(also exits text mode on some TV models) |
| **back up** | Exits text mode |
| **0-9** | Text page number entry |
| **i** | Text reveal |
| **select** | Text hold |
| **colours** | Fastext functions |

To return to satellite services, press **back up**, then press **Sky**.

## Viewing with subtitles and narrative

To change the default options for subtitles and narrative temporarily, press **Help** on your Sky remote control.
If the *subtitles* and *narrative* options are available, use the **left/right** arrows to turn them *ON* or *OFF* then press **select**.

**To make permanent settings for subtitles and narrative:**

1 Press **services** on your Sky remote control and select *System Setup*.

2 Select *Language and Subtitles*.

3 Highlight the setting you want to change and use the left and right arrows to choose *ON* or *OFF*.

4 Highlight *Save New Settings* and press **select**.

# Using Sky Guide

Sky Guide is the onscreen guide to your digital services.

All Sky Guide features are controlled with your Sky remote control. There are four main sections, each of which has a dedicated remote control key.

**TV Guide** shows onscreen listings for channels and programmes.

**Box Office** allows you to order movies and events for purchase.

**Services** lets you to set Parental Controls, Subtitles and your Favourite Channels. You can also access useful customer information.

**Interactive** lets you access a range of interactive services.

**Certain services described above may only be available with specific types of Sky subscription.**

## Sky Guide and your Sky remote control

Your Sky Guide and Sky remote control are designed to work together. Whatever part of Sky Guide is on your screen, use the arrows to move the highlight around, then press **select** to choose the option you want.

You can use the colour option keys on many Sky Guide screens. The function of the colour option keys is shown on the screen. Press the key of the same colour to choose that option or function.

You can also use the number keys as shortcuts. Whenever a list of numbered options is shown, press the appropriate number key to choose an option quickly. The number keys also have letters marked on them. Press the key once to jump to the first letter shown. Press it again for the next letter.

If you go to a screen you don't want, press **back up** to return to the previous Sky Guide screen.

To see information about the programme you are watching, press the **i** key. If you are using TV Guide or Box Office, you can use this key to see information about the highlighted programme.

In addition to changing channels, you can also use the channel keys to page up (+) and page down (-) through full screen listings.

Press **Sky** to return to the channel you were watching.

## TV Guide

Press **tv guide** on your Sky remote control to see the *TV Guide* screen.

From this screen you can view:

- *All Channels* – TV programmes scheduled for today and the week ahead, listed by channel number.

- *Entertainment*, *Movies*, *Sports*, *News & Documentaries*, *Kids*, *Music & Radio* and *Specialist* – programmes scheduled for today and the week ahead, listed by channel type.

- *A–Z Listings* – an alphabetical listing of all programmes showing for the next 24 hours.

- *Personal Planner* – your programmes selected for future viewing.

## Finding a programme

To find a programme from the full listings, press **tv guide** on your Sky remote control, highlight *All Channels*, then press **select**.
The *All Channels* listings screen is shown.

Use the up and down arrows to move the highlight through the channels.

Use the right and left arrows to see programmes being shown at different times. Times are shown at the top of the programme listing.

Use the *Page Up* (**red**) and *Page Down* (**green**) keys to see the preceding or next page of the channel listing.

Use the *+24 Hours* (**yellow**) key to move forwards 24 hours at a time. To move backwards 24 hours at a time, use the *-24 Hours* (**blue**) key.

Use the number keys to go quickly to a particular channel. Enter the channel number, which is always three digits, for example 106.

If not all of the programme title is shown, press the *i* key to see the full title.

## Choosing a programme to watch

When you see a programme you want to watch, use the arrows to highlight it, then press **select**.

- If the programme is on now, your Sky box tunes to it.

- If the programme is on later, Sky Guide sets a reminder. Your Personal Planner appears, showing the selected programme, together with a *Reminder* symbol in the right-hand column .

- If you choose a Pay Per View programme, you see the **Box Office** screen showing the programme details and purchase price. For more information, see the **Box Office** chapter of this guide.

- If you choose a programme that is on a channel to which you do not currently subscribe, you are given information on how you can subscribe to this channel.

## Displaying A–Z listings

If you are looking for a particular programme, a quick way to find it is to use the A–Z listings. This lists all the day's programmes in alphabetical order, so you can easily find when and where the programme is on.

To find a programme from the A–Z listings, press **tv guide** on your Sky remote control, highlight *A–Z Listings*, then press **select**.

Highlight the type of programme you are looking for, for example, *Entertainment*, then press **select**. The *A–Z Listings* screen for that type of programme is shown.

sky guide
2.05pm Mon 23 Jul
ENTERTAINMENT A-Z
Alien Nation Tue 9.00pm 130 Sci-Fi
All Over The Shop 8.00pm 142 UKTV Style
Art Attack 10.30pm 613 Toon Disney
Boy Meets World 10.00pm 613 Toon Disney
Bushido 8.30pm 124 Bravo
Cheers 11.00pm 127 Paramount
Classic Toons 8.00pm 613 Toon Disney
Cops Tue 8.00pm 124 Bravo
Coppers Tue 11.30am 106 Sky One
Cross Wits 9.15pm 121 Challenge
Comedy
Drama
Factual
Sci-Fi
Press SELECT to set reminder or for more options

You can use the number keys (which also have letters marked on them) to quickly find programmes that start with a particular letter.
Press once for the first letter shown. Press the key again for the next letter, and so on. The listing updates after a short delay.

You can choose to see programmes of more specific types by pressing the colour option keys. Use the left and right arrows to see what other types are available.

## Displaying more information

If you would like more information about a particular programme, use the arrows to highlight it, then press *i* (for information) on your Sky remote control.

The programme information banner appears on your screen.

18:36
CHA 2 - 2 TOT
7.30pm
Cup Football Special
W
The nation's favourite Cup goes into its sixth round. Will there be any unexpected results this year or will the Premiership clubs rule supreme?
Press BACK UP to return

To remove the programme information banner and show the previous screen, press **back up**.

The information banner for a programme includes a short programme summary and the programme start time.

The information banner may also include letter codes giving more information about the programme. These codes have the following meanings:

**Letter codes**:

**C** Copy-protected. If you try to record this programme it may not play back correctly.

**DS/DD** Surround sound. If your TV has surround-sound capability, you can hear this programme in surround sound.

**L** Letterbox format. The programme is being shown in letterbox format; i.e. in a wide 'cinema-style' picture with black borders across the top and bottom of the picture.

**N** Narrative. The programme is broadcast with a descriptive audio soundtrack for the partially sighted.

**T** Subtitles. Language and/or subtitles for the hard of hearing are available for the programme.

**W** Widescreen. The programme is being shown in widescreen format.

**Rating codes**:

**U** Universal, suitable for all audiences, including young children.

**PG** Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.

**12** Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.

**15** Suitable for viewers aged 15 years or over. May contain stronger language, violence, or themes unsuitable for younger viewers.

**18** Suitable only for adult viewers aged 18 years or over.

**Content codes**:

**s** Sex or nudity.

**l** Strong language.

**v** Violent scenes.

**m** Material which is intended for a mature audience.

## Using your Personal Planner

Whenever you select a future programme to watch, Sky Guide automatically adds it to your Personal Planner.
To view your Personal Planner, press **tv guide** on your Sky remote control, highlight *Personal Planner*, then press **select**.

sky guide 2.05pm Sun 21 Jul
PERSONAL PLANNER
Single Girls 9.00pm Sky One
Las Vegas Uncovered 10.00pm Sky One
Mona the Vampire Mon 3.00pm Nickelodeon
EastEnders Mon 8.00pm BBC 1 London
The Day After Tomo.. 12 Tue 7.00pm Sky Box Office
The Gene Hunters Tue 10.00pm National Geo
Frasier Wed 10.00pm Paramount
Select MTV Thu 4.00pm MTV
The Royle Family Thu 9.00pm UKTV Gold
AutoView
Series Link
Delete
Press BACK UP to return

### Personal Planner information

In addition to showing the programmes' names and channels, your Personal Planner shows the following information for each programme:

- Rating code (for rated programmes);
- Date and time of transmission for future programmes;

Your Personal Planner may also show one or more of the following symbols in the right-hand column:

*Reminder* – a reminder is displayed just before the programme starts.

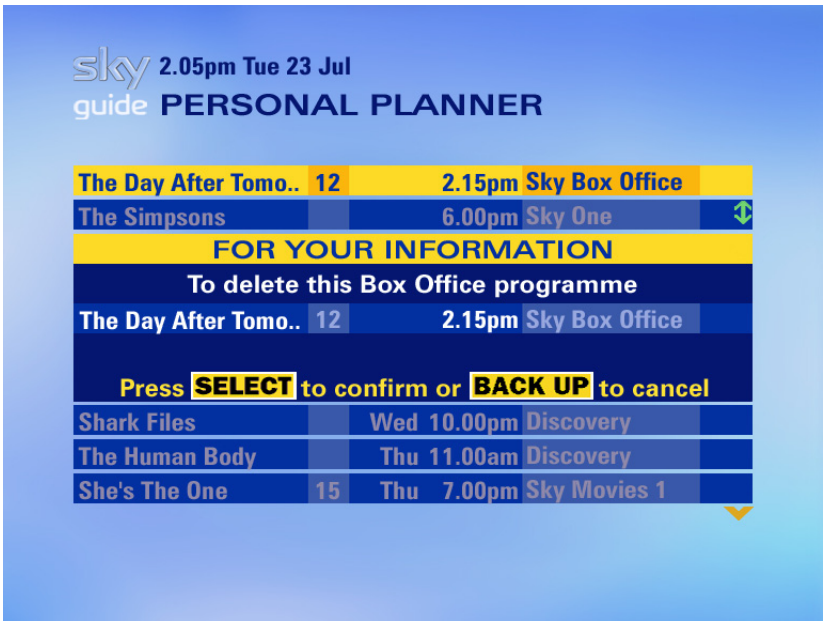
*AutoView* icon - your Sky box tunes to the programme as soon as it starts.

*Series Link* – each episode in the series is marked.

## Removing a programme from Personal Planner

To remove a programme from your Personal Planner, highlight it, then press the *Delete* (**yellow**) key. The programme status shows *deleting* and the programme is deleted immediately.

You may be asked to confirm the deletion; if so, the following banner is shown.


sky guide
2.05pm Tue 23 Jul
PERSONAL PLANNER
The Day After Tomo.. 12 2.15pm Sky Box Office
The Simpsons 6.00pm Sky One
FOR YOUR INFORMATION
To delete this Box Office programme
The Day After Tomo.. 12 2.15pm Sky Box Office
Press SELECT to confirm or BACK UP to cancel
Shark Files Wed 10.00pm Discovery
The Human Body Thu 11.00am Discovery
She's The One 15 Thu 7.00pm Sky Movies 1

To confirm, press **select**. The highlighted programme is removed from your Personal Planner.

If you decide you want the programme to stay in the planner, press **back up**.

## Using reminders

To set a reminder for a programme, highlight it within the Sky Guide listings, then press **select**.

One minute before the start of a programme, you will see a reminder banner on the lower part of your screen.

Personal Planner - Reminder
9.59pm Mon 23 Jun
This programme is about to start
Malcolm in the Middle
10.00pm Sky One
Press SELECT to view or BACK UP to cancel

To watch the programme described in the reminder banner, press **select**. Your Sky box tunes to the programme.

To ignore the reminder and keep watching the programme you are currently viewing, press **back up**.

**You see the reminder only if you are watching programmes through your Sky box and not, for example, if you are watching terrestrial TV.**

## Reminder clashes

If you try to set a reminder for a programme that clashes with a programme you have previously selected to watch, Sky Guide asks you what you want to do.

You can choose from two options:

- Press **select** to be reminded when each programme starts.
- Press **back up** to cancel the new selection and to be reminded only when the previously-selected programme starts.

If the broadcasters change their programming schedules, your Personal Planner is updated automatically, and programme reminders are adjusted accordingly. However, if a broadcaster moves a scheduled programme by more than six hours, the programme is deleted from your Personal Planner and you need to reselect the programme.

## Using Series Link for a series or regular programme

If the Series Link option appears onscreen when you highlight a programme in your Personal Planner, this means the programme is identified as one episode of a series on that channel.

Press the *Series Link* (**green**) key if you want to watch the next episode on the same channel.

The *Series Link* symbol is then shown next to the programme.

When your Sky box tunes to the programme, the next episode is added to your Personal Planner with the link set.

**If you choose to watch something else in the place of a linked programme, the link is broken and future episodes are not added to your Personal Planner.**

**Programmes are linked only if they are on the same channel and are linked by the broadcaster.**

## Using AutoView to change channels automatically

You can set up your Personal Planner to tune to a programme automatically rather than showing you a reminder – this is called AutoView. A reminder banner will still be displayed one minute before the programme is due to start, and your Sky box will tune to the selected programme at its start time unless you intervene by pressing **back up**. AutoView is particularly useful if you want to record programmes.

To turn AutoView on or off, highlight the programme in your Personal Planner, then press the *AutoView* (**red**) key. A symbol is shown next to the programme, indicating that AutoView is on for that programme.

AutoView may not be available for certain programmes, such as Box Office programmes.

**If the programme selected for AutoView has a rating higher than your current Parental Control Restrictions, Sky Guide reminds you to disable these Restrictions to permit unattended recording of the programme.**

## Box Office

This section of Sky Guide is where you can choose the Box Office programmes you want to watch.

Press **box office** on your Sky remote control to see the *Box Office* screen.

The *Box Office* screen allows you to see listings of movies by start time, in alphabetical order or just the latest additions. You can also see listings for sports and events, as well as for other specialist programmes.

To see the listing you want, use the arrows to highlight it, then press **select**.

To see free previews of Box Office programmes, highlight *Free Previews*, then press **select**.

## Ordering a Box Office programme

You can order Box Office programmes using your Sky remote control.

sky guide
2.05pm Tue 23 Jul
MOVIES BY START TIME
Ben Affleck and Uma Thurman dodge the bullets in the latest sci-fi flick from action supremo John Woo. (New, Mulitplay)
Shows every 30 minutes
3.45pm Sky Box Office Paycheck 12
4.30pm Sky Box Office The Last Samurai 15
4.30pm Sky Box Office Stuck On You 12
4.30pm Sky Box Office The Italian Job 12
4.30pm Sky Box Office Dead End 15
Action
Comedy
Drama
Thriller
Press SELECT to order or for more options

To order a Box Office programme, complete the following steps:

1 Highlight the programme you want to watch.
If the programme's on later, press **select** to view and set a reminder.
If the programme's on now and has only just started, press **select** to view and order.

2 You may be able to choose what time you watch the programme. Use the left or right arrow to choose a suitable start time, then press **select**.

3 To confirm your choice, press **select** again.
Enter your PIN if necessary.

Regardless of your parental viewing restrictions, you need your PIN to watch any Box Office programme shown before its normal watershed time. PINs are required as follows:

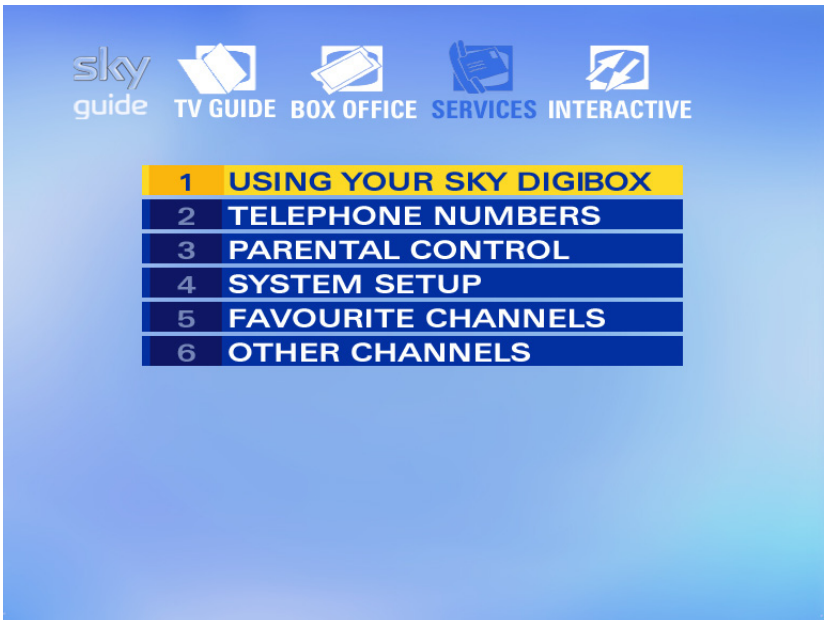
| Programme rating | When PIN is required |
|---|---|
| 18 | programme starts before 10.00 pm |
| 15 | programme starts before 8.00 pm |
| 12 | programme starts before 8.00 pm |

**If you select a Box Office programme to watch but then do not tune to the relevant channel at any time during the programme, you will not be charged for it.**

**To order Box Office programmes with the remote control, your Sky box must be connected to a phone line, and you must be a Sky subscriber or be registered to order Box Office programmes from your broadcaster.**

## Services

Press **services** on your Sky remote control to see the *Services* screen.




You can choose the following from the *Services* screen:

- *Using your Sky Box* shows you information on using your Sky box;
- *Telephone Numbers* displays a list of useful phone numbers;
- *Parental Control* lets you make restriction settings;
- *System Setup* lets you change and check system settings;
- manage your *Favourite Channels*;
- add *Other Channels*.

## Parental Control and your PIN

Your PIN enables you to control which programmes are seen in your home.

Setting a PIN means you need to key in a number to watch a programme:
• on a locked channel;
• with a restricted rating;
• before the watershed if that programme is rated regardless of whether the PIN restrictions are set to *ON* or *OFF*.

Parental Control lets you remove adult channel listings, specify what other categories of programme you can view, and specify how much can be spent before a PIN is needed to watch or order a Box Office programme.

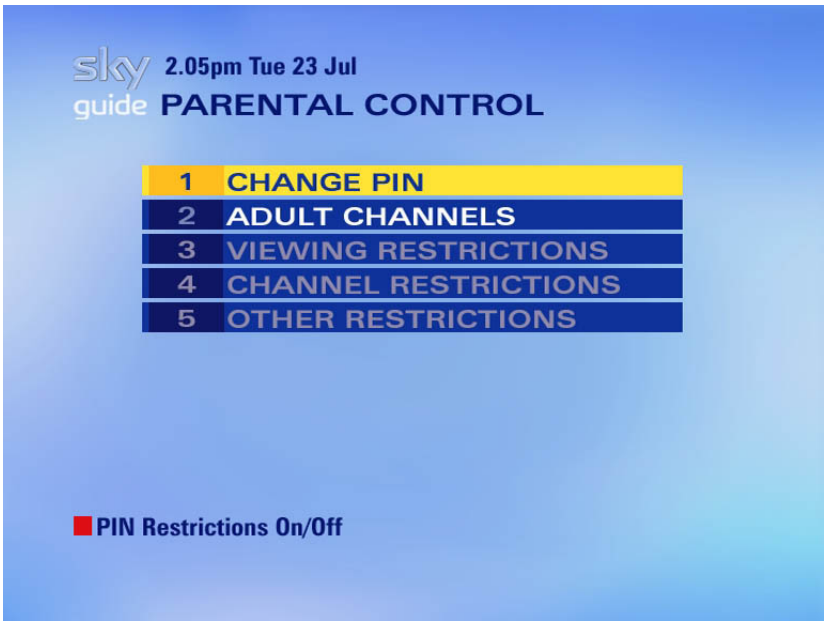
**You can change your PIN at any time.**

**If your Sky box is not connected to your telephone line, call your broadcaster's helpdesk if you want to change your PIN or spending limit. Select** *Telephone Numbers* **from the** *Services* **screen to find the number you need to call.**

## Using Parental Control

To display the *Parental Control* screen, press **services** on your Sky remote control. Highlight *Parental Control*, then press **select**.
You are asked to enter a PIN (Personal Identification Number). Your initial PIN is the last four digits of the number on the back of your viewing card.

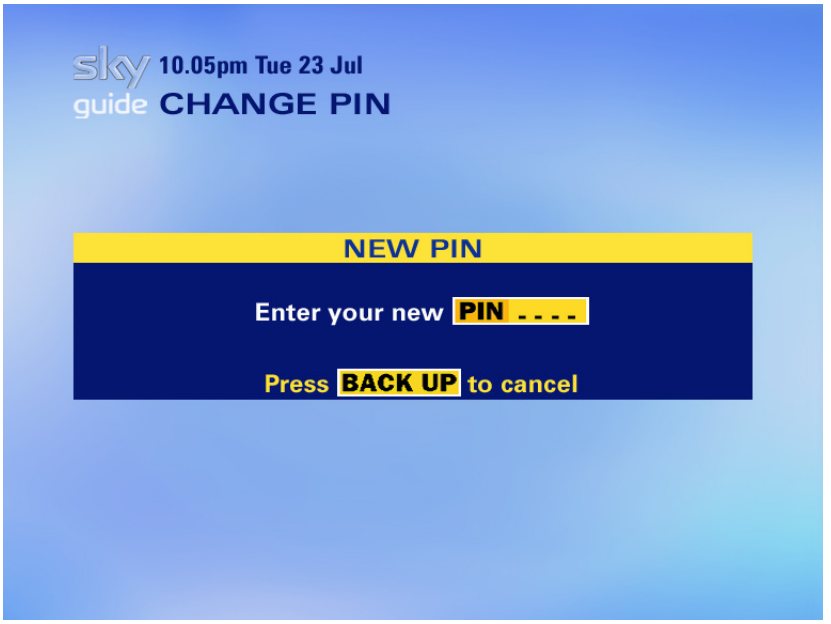
Once you correctly enter your PIN, the *Parental Control* screen is shown.




**To disable the restriction settings for *Viewing Restrictions*, *Channel Restrictions* and *Other Restrictions*, press the PIN restrictions ON/OFF (red) key on your Sky remote control. In the *Parental Control* screen, these options now appear dimmed and cannot be selected.**

## Changing your PIN

To see the *Change PIN* screen, highlight *Change PIN* on the *Parental Control* screen, then press **select**.




The *Change PIN* screen lets you change your PIN any time you want.

To change your PIN you must key in your new PIN twice.

If you start to change your PIN but then decide not to, press **back up**. Your PIN will stay as it was.

**Keep your PIN secret!**

**Choose a PIN you can remember.**

**If your Sky box is not connected to your telephone line, call your broadcaster's helpdesk if you want to change your PIN or spending limit. Select *Telephone Numbers* from the *Services* screen to find the number you need to call.**

## Removing Adult Channels

The *Adult Channels* screen lets you remove all adult channel listings apart from those in your Personal Planner.

**To remove adult channel listings, complete the following steps:**

1 Highlight *Adult Channels* on the *Parental Control* screen, then press **select**.
The Adult Channels screen appears.

2 Highlight *Remove Adult Channels* and use the left/right keys on your Sky remote control to display *ON*.

3 Highlight *Save New Settings* and press **select**.
All adult channels are removed from the *TV Guide*, *Box Office*, *Search & Scan*, *Favourite Channels* **and** *Channel Restrictions* screens.

To display the channels again, select *OFF* and then *Save New Settings* in the *Adult Channels* screen.

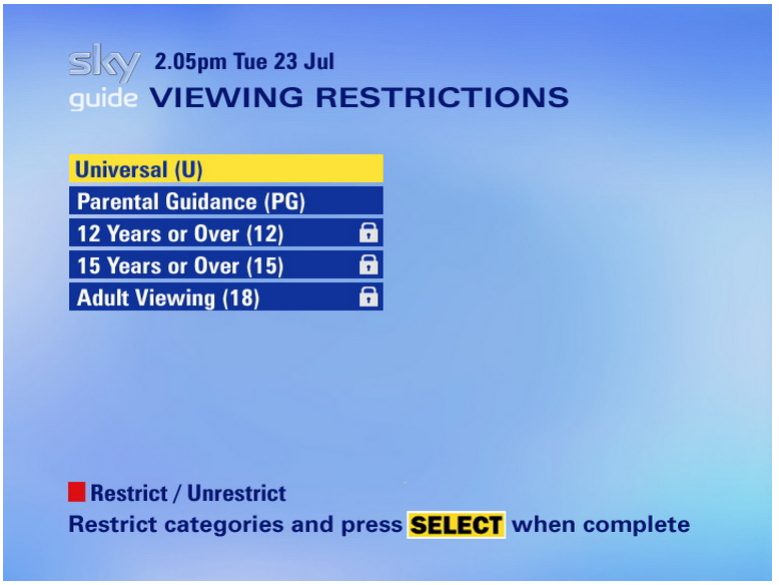
## Viewing Restrictions

The *Viewing Restrictions* screen lets you specify the programme categories that cannot be viewed unless your PIN is entered. Viewing restrictions can be applied only to programmes where the broadcaster provides category-restriction information.

**To restrict a category of programme, complete the following steps:**

1 Highlight *Viewing Restrictions* on the *Parental Control* screen, then press **select**.

The *Viewing Restrictions* screen appears.




2 Highlight the category you want to restrict, then press the *Restrict* (**red**) key. A padlock marks a category you have restricted.

✎ **Restricting one category restricts all those below it. For example, if you restrict the category** *15 years or Over (15)*, *Adult Viewing (18)* **is automatically also restricted.**

3 When you have finished setting or changing viewing restrictions, press **select**.
You now have to enter the PIN to watch programmes in restricted categories.

To remove a restriction, highlight the category, then press the *Unrestrict* (**red**) key. The padlock is removed.

## Channel Restrictions

The *Channel Restrictions* screen lets you specify channels that you don't want to be viewed unless your PIN is entered. You can either set them to need a PIN all the time, or only after the 8pm watershed.

To see the *Channel Restrictions* screen, highlight *Channel Restrictions* on the *Parental Control* screen, then press **select**.

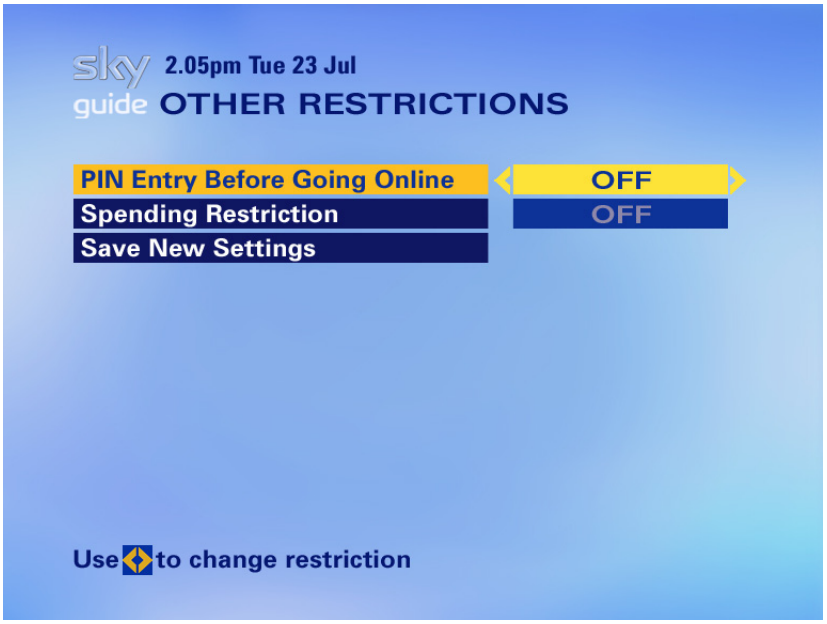
To restrict a channel, highlight it, then press the **yellow** key to lock at any time, or the **blue** key to lock after 8pm only. A padlock or 8pm symbol appears next to the channel you restrict.

Now you can watch the channel during a restricted time only by entering your PIN.

To remove a restriction, highlight the channel, then press the *unlock* (**yellow**) key, or the *After 8pm* (**blue**) key, whichever is appropriate. The symbol is removed.
When you have finished setting or changing the Channel Restrictions, press **select**.

## Other Restrictions

For more restriction options, highlight *Other Restrictions* on the *Parental Control* screen.




**The *Other Restrictions* screen lets you specify settings for the following:**

• *PIN Entry Before Going Online* lets you specify whether a PIN is required before using the phone line within an interactive service that incurs a call charge. If you set the restriction to *ON*, you would need to enter the PIN before a call charge is incurred.

• *Spending Restriction* lets you specify how much a programme can cost before your PIN is required to order it. For example, if you set the limit at £3.00, you can order a programme costing £3.00 (or less) without using your PIN, but you would need your PIN for a programme costing £3.01 or more. If you set the Spending Limit at £0.00, you have to enter your PIN every time you order a Box Office programme.

Once you have made the changes you want to *Other Restrictions*, highlight *Save New Settings* and then press **select**.

## Favourite Channels

You can create a list of the channels you watch most often, so Sky Guide can tune to your favourite channels quickly. You can have up to 20 favourite channels.

To see the *Favourite Channels* screen, press **services**, highlight *Favourite Channels*, then press **select**. The *Favourite Channels* screen appears, listing the available channels by channel number.

✎ **When you first get your Sky box, there are no favourite channels set.**

## Adding a Favourite Channel

**To store channels under your favourites, complete the following steps:**

1 Use the arrows or the *Page Up* (**red**) and *Page Down* (**green**) keys to move through the list.

2 Highlight a channel you want and press the *Favourite* (**yellow**) key.
The channels you select as favourites are marked with a tick (✓) and added to your *Favourite Channels* list.
If you want to see more information about a channel, highlight it, then press *i*. Press **back up** to remove the information.

3 Press **select** when you have finished adding favourite channels.

## Removing a Favourite Channel

To remove a channel from your list of favourites, highlight it on the *Favourite Channels* screen, then press the *Favourite* (**yellow**) key.

The tick (✓) disappears and the selected channel is removed from your list of favourites.

## Finding a Favourite Channel

You can easily check what is on your favourite channels without interrupting the programme you are watching.

To search through your favourite channels press the **blue** key on your Sky remote control when you are watching TV. This shows you information about the first of your favourite channels, which is indicated by a tick (✓) at the top of the *Search & Scan* banner.

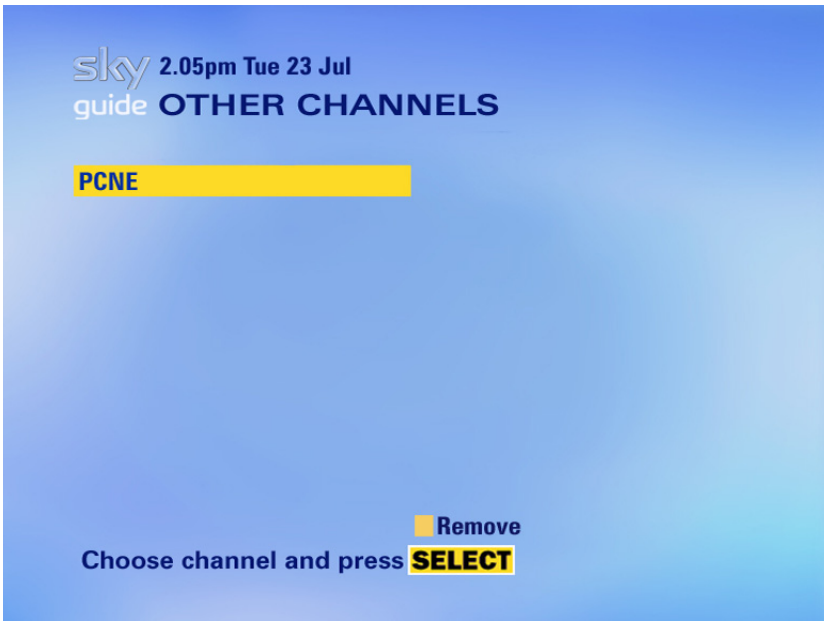
Each time you press the *Search Favourite* (**blue**) key, programme information for another of your favourite channels is shown in the banner.

When you see a programme you want to watch, press **select**.
• If it's on now, Sky Guide tunes your Sky box to the channel showing the programme.
• If it's on later, Sky Guide sets a reminder.

## Other Channels

*Other Channels* include channels that your Sky box is capable of receiving but for which listings may not be available in Sky Guide, for example foreign-language channels.

To see the *Other Channels* screen, press **services**, highlight *Other Channels*, then press **select**. The *Other Channels* list appears.




To watch one of these channels, highlight it, then press **select**.

✎ **When you first get your Sky box, the *Other Channels* screen is empty.**

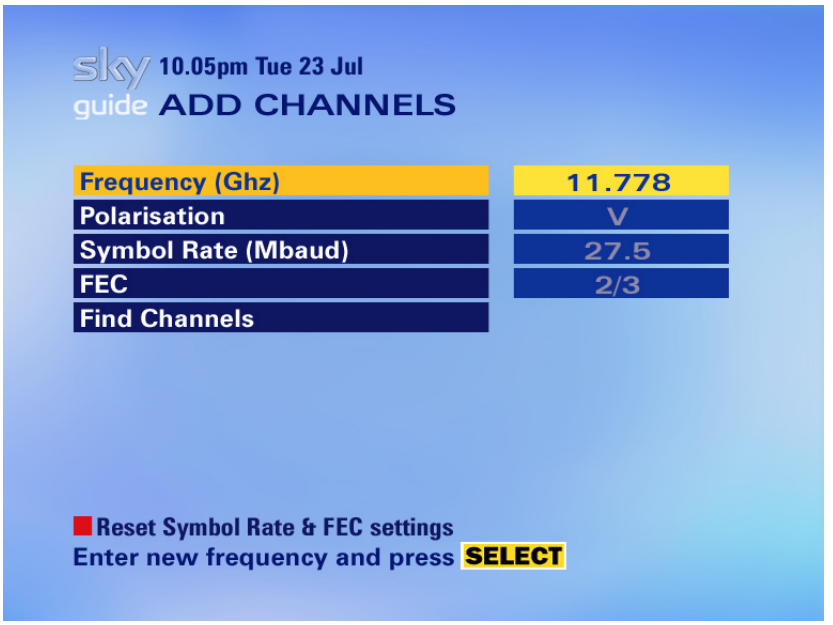
## Adding Other Channels

Sky Guide tunes in all the available channels for you, including new channels as they are added to the digital satellite TV service. However, you can add new channels yourself.

To add other channels that are not listed in Sky Guide, for example foreign-language channels, complete the following steps:

1 Press **services** on your remote control, select *System Setup* then *Add Channels*.

The *Add Channels* screen appears.




2 Highlight *Frequency* and use the numbers to key in the transponder frequency.

3 Highlight *Polarisation* and use the left or right arrow to set the polarisation for the transponder.

4 Highlight *Symbol Rate* and use the left or right arrow to set the symbol rate for the transponder.

5 Highlight *FEC* and use the left or right arrow to set the *FEC* setting for the transponder.

6 Highlight *Find Channels*, then press **select**.

Sky Guide checks the settings you entered and looks for any new channels at those settings.

The *New Channels* screen appears. This is a list of the channels that your Sky box has found. You can select those you want to add to the *Other Channels* list.

7 To add a channel, highlight it, then press the *Store Channel* (**yellow**) key.

8 When you have finished adding to the *Other Channels* list, press **select**.

A screen appears confirming your new channel line-up.

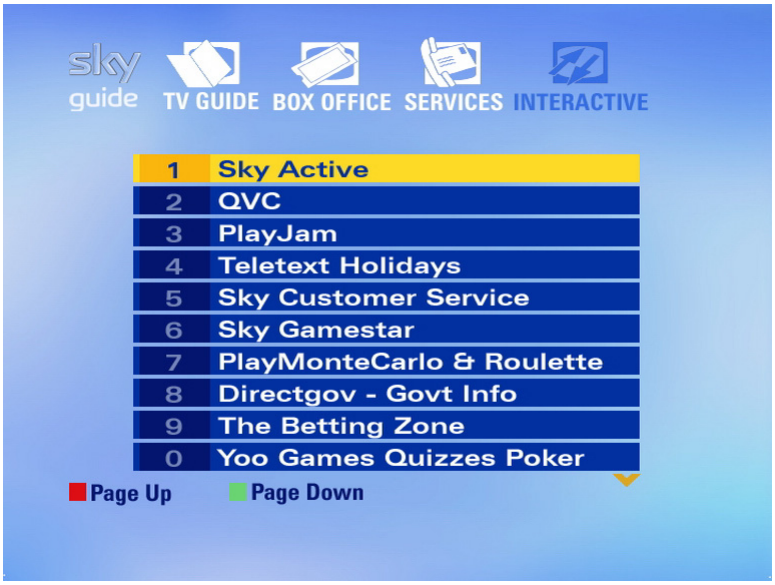
To watch any of the new channels you have added, press **services** and select *Other Channels*.

✎ **Your Sky box is designed for receiving digital television signals transmitted at 28.2 or 28.5 degrees East, either unencrypted or encrypted using BSkyB's encryption system. Reception of other digital satellite signals may be possible but is not guaranteed.**

## Interactive

Interactive services are available through your Sky box. You can shop, get information, play games and send and receive e-mails, all with your Sky remote control.

Press **interactive** on your Sky remote control.




Some services may need a specific interactive card, which you insert into the interactive card slot in the front of your Sky box.

Some TV programmes are enhanced with interactive applications. These programmes have an onscreen symbol to indicate that there is an associated interactive application. Press the colour key indicated on the screen to start the application.

**! Only insert a card into the interactive card slot when an instruction to do so appears on the screen.**

**! Some interactive services require a phone line connection (call charges may apply) and/or a Sky digital subscription.**

## Using Message Alert

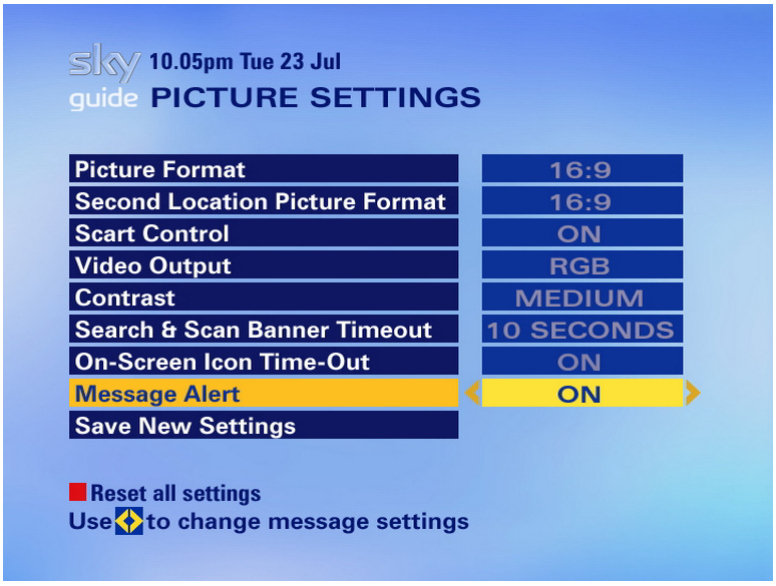
Some interactive services include a messaging service. Message Alert allows you to receive an onscreen alert when you get an email or SMS message. Before you can use this function, you need to register with a service provider and specify that you want to receive notification through Sky.

To set Message Alert complete the following steps:

1 Press **services** on your remote control, highlight *System Setup* and press **select**.

2 Highlight *Picture Settings* and press **select**.

3 Highlight *Message Alert* and use the left or right arrow to change the display to *ON*.




4 Highlight *Save New Settings* and then press **select**.

When you receive a new text or SMS message, the message light on your Sky box switches on, and you see an envelope symbol on your Search & Scan banner, with a prompt to press the **yellow** key for messages. On some channels, a small onscreen envelope symbol appears briefly over television viewing.

To retrieve your messages, press the *Messages* (**yellow**) key, highlight the message you want to read, and press select.

# Extra information

## Recording a satellite programme

You can record satellite programmes from your Sky box to your video or DVD recorder.

To record a satellite programme, make sure:

- your video recorder is correctly connected (see the diagram under the **Connecting your Sky box** chapter).
- your Sky box is on and tuned to the channel you want to record.
- your video recorder is correctly programmed to record at the appropriate time.

For further information about your video recorder, refer to the user guide that came with your video recorder.

✎ **When recording a satellite programme, make sure your video recorder is set to record the channel that has been tuned to your Sky box. The AutoView feature is useful when recording programmes as it automatically tunes your Sky box to a programme when it starts. For further information on using AutoView, see the chapter Using Sky Guide.**

✎ **Some video recorders, when connected via a SCART cable to your Sky box, will start recording an AutoView programme automatically. For more information on whether this feature is supported, see the user guide that came with your video recorder.**

✎ **Some programmes are copy-protected and may not play back correctly if you record them. Copy-protected programmes are marked with a 'C' on the programme information banner.**

## Setting your Sky remote control to operate your TV

Your Sky remote control can operate most TVs, as well as your Sky box. Your remote control should have been set up to work with your TV when your Sky box was installed.

**If your Sky remote control is not correctly operating your TV, complete the following steps:**

1 Firstly, look up the four-digit code for your brand of TV in this list.

| Brand | Code | Brand | Code | Brand | Code |
|---|---|---|---|---|---|
| Akai | 0098 | Goldstar | 0056 | Protech | 0595 |
| Akura | 0042 | Goodmans | 0335 | Pye | 0600 |
| Alba | 0043 | Granada | 0340 | Roadstar | 0625 |
| Amstrad | 0063 | Grundig | 0345 | Saba | 0645 |
| BPL | 0115 | Harwood | 0361 | Saisho | 0649 |
| Bang & Olufsen | 0118 | Hinari | 0365 | Salora | 0651 |
| Baird | 0117 | Hitachi | 0145 | Samsung | 0060 |
| Beko | 0125 | ITT | 0384 | Sanyo | 0159 |
| Beon | 0899 | JVC | 0053 | Schneider | 0665 |
| Brionvega | 0147 | Loewe | 0442 | Seleco | 0672 |
| Bush | 0157 | Matsui | 0477 | Sharp | 0093 |
| Crowne | 0225 | Memorex | 0037 | Siemens | 0680 |
| Daewoo | 0092 | Minoka | 0921 | Sony | 0000 |
| Decca | 0244 | Mitsubishi | 0150 | Soundwave | 0702 |
| Dual | 0257 | NEI | 0514 | Tandy | 0741 |
| Ferguson | 0293 | Nikkai | 0528 | Tatung | 0049 |
| Fidelity | 0294 | Nokia | 0536 | Technics | 0250 |
| Finlandia | 0296 | Nordmende | 0537 | Telefunken | 0757 |
| Finlux | 0297 | Orion | 0549 | Thomson | 0771 |
| Fisher | 0154 | Panasonic | 0051 | Thorn | 0772 |
| Funai | 0179 | Philips | 0081 | Thorn-Ferguson | 0936 |
| Genexxa | 0330 | Pioneer | 0166 | Toshiba | 0156 |

2 Turn your TV on and press **tv** on your Sky remote control.

3 Hold down **select** and the **red** key together for about two seconds, until the red light on your Sky remote control blinks twice.

4 Press **tv** on your Sky remote control again.

5 Key in the four-digit code for your brand of TV. The light on your Sky remote control blinks twice.

If the light blinks once only, check the code for your brand of TV and start again at Step 1.

6 Press the **standby** key on your Sky remote control.

If your TV switches off, press **select**.
The light on your Sky remote control blinks twice.
If your TV does not switch off, press **tv**, then press the **standby** key.

7 Repeat this action (press **tv**, then press the **standby** key) until your TV turns off, then press **select**.

If the light on your Sky remote control blinks three times, it has checked all the possible settings for the code you used. Check that you have the correct four-digit code and start again at Step 1.

8 Turn your TV back on again and then press **tv guide**.

If you see the *TV Guide* screen, the Sky remote control setup process is complete.

**If you do not see the *TV Guide* screen, you must now complete the following steps:**

1 Press **tv** on your Sky remote control.

2 Hold down **select** and the **green** key at the same time for about two seconds, until the red light on your Sky remote control blinks twice.

3 Key in the number of the channel on your TV that you use for watching satellite TV.

4 Press **select** on your Sky remote control.
The red light blinks and the Sky remote control setup process is now complete.

**If you still have problems, call Sky Customer Service. To find the Sky Customer Service number, select the *Telephone Numbers* option from the *Services* screen and look under *Sky*.**

## Replacing the batteries in your Sky remote control

When the batteries in your Sky remote control need replacing, use two new AA (MN1500, LR6 or UM–3) batteries.
A warning message appears onscreen advising you that it is time to replace the batteries and a low battery icon appears in the Search & Scan banner.

To replace the batteries:

1 Hold the upper part of your Sky remote control in one hand.
With your other hand, push the catch on the battery cover upwards and remove the cover by pulling it outwards.

2 Remove the old batteries from the battery compartment.

3 Fit the new batteries, matching the + and – marks on the batteries to their respective marks inside the battery compartment.

4 Refit the battery cover, ensuring that the bottom catch clicks into place.

**Do not leave flat batteries in your remote control.**

**Replace both batteries at the same time.**

**If you leave your remote control without batteries for longer than 10 minutes, your remote control settings for operating your TV are lost. After replacing the batteries you can control your box as usual but you have to reset it to work with your TV, as described in this chapter.**

**Dispose of batteries in an environmentally friendly manner.**

## Setting your Sky Active keypad to operate your Sky

Your Sky Active keypad can be set up to operate your Sky box.

**To set up your keypad complete the following steps:**

1 Turn your TV on.

2 Press the **TV/sat** button on your keypad.

3 Hold down **select** and the **blue** key at the same time for about two seconds, until the red light on your keypad blinks twice.

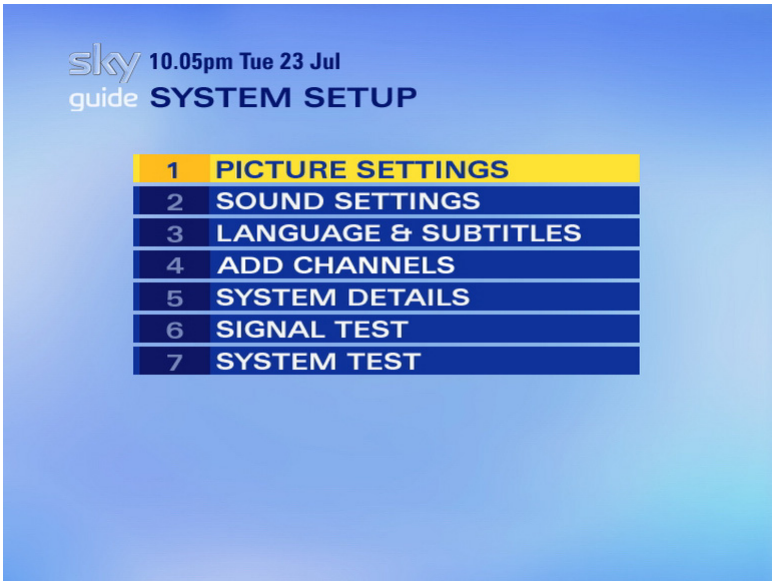
4 Press **2** then **select** .

5 Press **Sky** on your keypad.

## Changing and viewing system settings

There should be no need for you to use the *System Setup* screens as your Sky box should have been correctly set up when it was installed.
However, the *System Setup* screens can be useful if, for example, you buy a new TV and you want to make sure your Sky box makes the best use of your new TV's features.

To use the *System Setup* screens, press **services** on your Sky remote control. The *Services* screen appears. Highlight *System Setup*, then press **select**. The *System Setup* screen appears.




**System Setup lets you set the following:**

*Picture Settings*
To see and change the Sky picture format, second location picture format if using a tvLINK or similar device, video output type, contrast level, time-out for the *Search & Scan* banner and set the Message Alert to *On* or *Off*. You can also set how long you want interactive buttons to stay on the screen.

*Sound Settings*
To see and change the type of sound output and standard volume level, and to turn background music on or off. You can also turn the beep on or off.

*Language and Subtitles*
To see and change the preferred audio language and to turn subtitles on or off, where available, or to highlight subtitled programmes or those with a narrative track in TV Guide or Box Office. You can also choose to hear a beep when you switch to a programme featuring a narrative.

Select *Save New Settings* to confirm any changes or press **back up** to cancel.

! You can easily reset the settings for your Sky box to the standard settings. Press the *Reset* (red) button when viewing the *Picture Settings*, *Sound Settings* and/or *Language and Subtitles* screens. Select *Save New Settings* to confirm any changes you make or press back up to cancel.

• *Add Channels* – add *Other Channels* to your Sky Guide.

• *System Details* – to see details of your Sky box, including your Sky box model number, manufacturer and your viewing card number.

• *Signal Test* – to test the quality of the signals your Sky box is receiving from the satellite via your satellite dish.

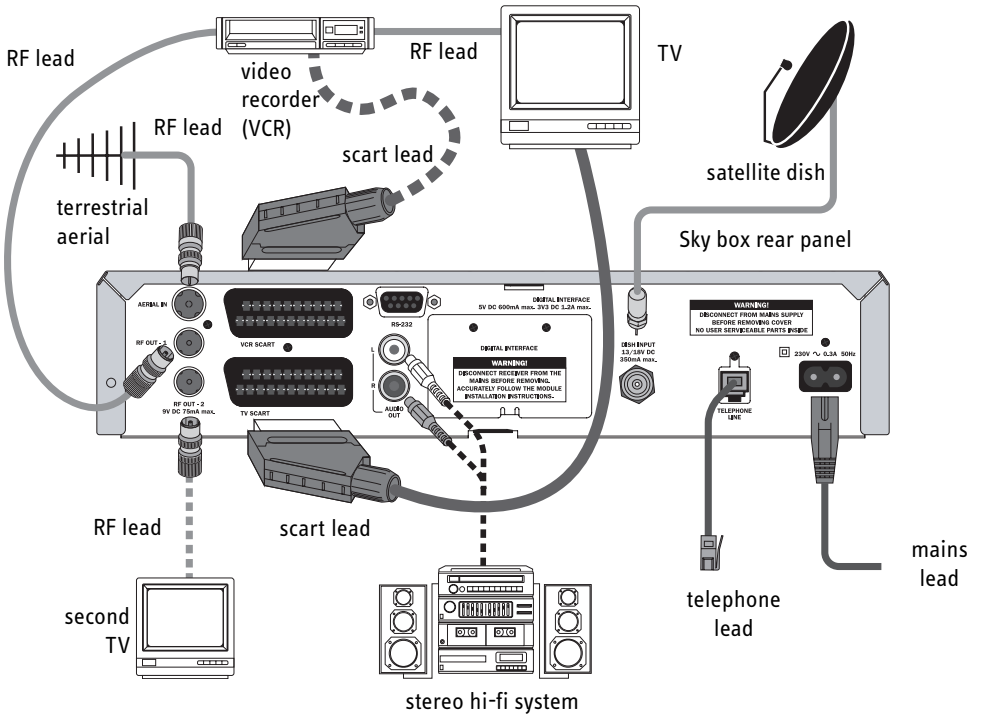
• *System Test* – to check that your Sky box is properly connected to your telephone line.

System Details, Signal Test and System Test can be useful if you ever have to call for technical help or repairs to your Sky box.

## Connecting your Sky box

Follow the diagram below to ensure your Sky box is correctly connected to your TV (and a second TV set), satellite dish, telephone line and the mains supply. You can also see how to connect your video recorder and terrestrial aerial. (Configuration may vary depending on your model).

**Warning! You must disconnect your Sky box from the mains supply before you connect your Sky box to (or disconnect it from) any other equipment).**




Terminals marked with the hazard symbol are hazardous live and the external wiring connected to these terminals requires installation by an instructed person or the use of ready-made leads or cords.

With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky box and your other equipment are safe, extra-low voltage circuits. However, you should always disconnect the box from the mains before connecting other devices.

### Digital interface

On the rear panel of your Sky box there is a plate which covers a general-purpose interface. This is for future plug-in modules, which will have their own installation instructions. Only plug-in modules that are authorised by Sky must be used. You must disconnect your Sky box from the mains before removing the plate or plugging in a module. Do not remove the plate without further instruction from Sky.

### Connecting to the telephone line

The telephone lead (labelled in the diagram opposite) is intended for connection to standard analogue UK telephone lines. This lead and your Sky box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.

## Further help

Sky offers several support options.

• If you are having problems using your Sky box, see the **Solving problems** part of this chapter.

• For further information and tips on getting the most out of your Sky box, tune to channel 999, the *Sky Customer Channel*, or 998, the *Sky Welcome Channel*.

• Go to the *Customer Support* pages of www.sky.com for helpful information and troubleshooting topics.

If you need help or information about your TV or video recorder, please refer to the user guides that came with them.

**You can also use Sky Guide to get help:**

1 Press the **interactive** key on your Sky remote control.

2 Highlight *Sky Customer Service*, then press **select**.
In a few moments the *Sky Customer Service* screen appears.

3 Highlight *Technical Assistance*, then press **select** and use the onscreen menus to find the help you need.

✎ **If you still have a problem, call Sky Customer Service. To find the Sky Customer Service number, select** *Telephone Numbers* **from the** *Services* **screen and look under Sky.**
**Make sure you have your viewing card number, Sky box brand and model number available before you call. You can find this information on the** *System Details* **screen (services >** *System Setup* **>***System Details***).**

## Specifications

Due to continued product improvement, these specifications may change without notice.

### General

| | |
|---|---|
| Operating voltage: | 230 V AC + 15%; 50 Hz |
| Power consumption: | 30 W (max.) |
| Weight: | 3.5 kg |
| Dimensions (w x h x d): | 305 mm x 70 mm x 222 mm (not incl. connectors) |
| UHF modulator: | CCIR PAL System I; Ch 21 to 69 (factory setting is 68) |
| Operating temp. range: | 0° C to +50° C |
| Storage temp. range: | –20° C to +60° C |

### Rear-panel connectors

| | |
|---|---|
| MAINS INPUT: | IEC 83 2-pin reversible |
| DISH INPUT: | female F-type |
| TV SCART: | SCART (composite video out; RGB out) |
| VCR SCART: | SCART (composite video in/out; RGB in) |
| TELEPHONE LINE: | RJ11 |
| AERIAL IN: | IEC 169-2 female |
| RF OUT - 1: | IEC 169-2 male |
| RF OUT - 2: | IEC 169-2 male |
| AUDIO OUT (L and R): | Phono |
| DIGITAL INTERFACE: | General-purpose interface for future plug-in modules |
| RS-232: | DB-9 female, data communications equipment (DCE)<br>EIA/TIA-232-E ITU-TV.28 115.2 kbit/s (max.) |

**! If you connect earthed equipment to the RS-232 connector, you must use an approved screened cable.**

The product complies with the following European Council Directives:
- 73/23/EEC (the Low Voltage Directive) as amended;
- 89/336/EEC (the EMC Directive) as amended;
- 1999/5/EC (the R&TTE Directive) as amended.

# Solving problems

## Onscreen messages

| Message | Possible reason | What to do now |
|---|---|---|
| *Insert your viewing card* | There is no viewing card in the Sky viewing card slot of your Sky box. | There is no viewing card in the Sky viewing card slot of your Sky box. |
| *There is a problem with your viewing card. Call your broadcaster for assistance* | Your Sky box cannot recognise your viewing card. | Check it is your viewing card. Check it is in the right way up. Check that your card is not damaged. If the problem continues, call Sky Customer Service. To find the Sky Customer Service number, select the *Telephone Numbers* option from the *Services* screen. |
| *Insert your new viewing card* | You have inserted your old viewing card. You should have received a new viewing card through the post. | Remove your old viewing card and insert your new viewing card. |
| *This viewing card is not authorised This viewing card is not authorised. Call your broadcaster for assistance* | Your viewing card is not authorised. | Call the telephone number shown on your screen to get your viewing card authorised. |
| *There is a problem with your Viewing Card. Ensure your Viewing Card is correctly inserted. Call your broadcaster for assistance* | Your viewing card has developed a problem. | Check it is the correct card and in the right way up. Check the card is not damaged. If the problem continues, call your broadcaster's helpdesk. For the number, go to *Telephone Numbers* in the *Services* screen. |
| *This is the wrong card for this box. Insert the correct viewing card. Call your broadcaster for assistance* | You have more than one Sky box and have put the wrong viewing card in this Sky box. | Insert the right viewing card for this Sky box. If the problem continues, call your broadcaster's helpdesk. |

| Message | Possible reason | What to do now |
|---|---|---|
| *Your Personal Planner is full. You must delete an entry before another programme can be added* | You have selected more than the maximum number of programmes allowed in your Personal Planner. You must delete some. | Highlight the programmes you want to delete from your Personal Planner and press the *Delete* (**yellow**) key. |
| *You cannot purchase this programme at the moment* | You cannot buy this programme now. | You may be able to buy it later. |
| *This programme has already started* | The programme has already started and you cannot purchase it now. | Check the listings to find out when it is next on. |
| *There is insufficient credit left on your viewing card. Call your broadcaster for assistance.* | There is not enough credit left on your viewing card account to buy this programme. | Call the number shown on your screen so you can order this programme. |
| *There is insufficient space left on your Viewing Card. Call your broadcaster for assistance.* | There is not enough space on your Viewing Card to store the information for this programme. | Call the number shown on your screen so you can order this programme. |
| *INCORRECT PIN. PIN is now blocked for 10 minutes* | Your PIN has been entered incorrectly three times in a row. | You can't access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, call your broadcaster's helpdesk. For your the number, go to *Telephone Numbers* in the *Services* screen. |
| *No satellite signal is being received* | Your Sky box is not receiving a satellite signal. | Check the cable from your satellite dish is correctly plugged into the back of your Sky box. Always turn your Sky box off at the mains before plugging or unplugging any other equipment. If the problem continues, call your broadcaster's helpdesk. For the number, go to *Telephone Numbers* from the *Services* screen. |

| Message | Possible reason | What to do now |
|---|---|---|
| *Ensure that an operating telephone line is connected To use the full range of interactive services please ensure that an operating telephone line is connected* | Your Sky box is not connected to an operating telephone line. | Check that the telephone lead between your Sky box and the socket is properly plugged in. Always turn your Sky box off at the mains before plugging or unplugging any other equipment. |
| *No signal found* | Your Sky box was not able to find a signal after you asked it to find new channels. | Check the settings you entered were correct. |
| *The batteries in this remote control/keyboard are low. Please replace within the next few days.* | The batteries in your remote control or keyboard are low and need replacing. | Replace the batteries in your remote or keyboard as soon as possible to avoid losing the settings to operate your TV. |

## General problems

| Message | Possible reason | What to do now |
|---|---|---|
| *I've forgotten my PIN.* | - | Call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the *Telephone Numbers* option from the *Services* screen. |
| *Nothing is happening.* | Your Sky box is not plugged into the mains. | Make sure the mains lead is properly plugged in and your Sky box is switched on. Press **Sky** on your remote control. |
| *My remote control isn't working.* | Your Sky box is switched off (the on/off light is red). The batteries are flat or something is between the remote and your Sky box. | Make sure you point your remote control directly at your Sky box and that nothing is between it and your Sky box. The remote command light should flash on your Sky box and on the remote control each time you push a remote control key. If neither light flashes, check the batteries in your remote control. |
| *My remote control works with the TV but not with my Sky box.* | Someone has pressed tv on your Sky remote control. | Press tv then Sky on your Sky remote control. |
| *My Sky remote control isn't working with my TV.* | Someone has pressed Sky on your Sky remote control. | Press tv on your Sky remote control. |
| *The tv, vol and mute keys don't work with my TV.* | Your remote control isn't properly set to operate your TV. Your remote has been left without batteries for too long and has lost its television settings. | Refer to the relevant section at the beginning of the **Extra Information** chapter. |
| *I can't find a channel I have previously watched.* | The channel only broadcasts for part of the day. | Check the TV Guide listings to see when the channel is available. |
| *There's onscreen interference.* | Your TV or video recorder is not correctly tuned. | Check that your TV and video recorder are correctly tuned to your Sky box. For more information, refer to your TV and VCR user guides. In some cases your Sky box may need retuning. Call your broadcaster's helpdesk for further advice. For your broadcaster's number, select *Telephone Numbers* from the *Services* screen. |

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Welcome to Sky 4

# Notes

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